

MiScorecard Performance Summary

Agency: Unemployment Insurance Agency

Director Steve Arwood

Period: July 2012

SCORECARD

Legend:

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target
White	not applicable

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Unemployment Insurance Agency							
New Claims--All Programs		↑	N/A	66,110	55,821	Monthly	Total new claims filed--Reg UI, ECU and EB
New Claims--Regular		↑	N/A	54,798	45,702	Monthly	Total new claims for regular UI
Total Claimants		↓	N/A	189,155	202,439	Monthly	Total number of people receiving benefits--Reg UI, EUC and EB
Benefits (Paid Amount)		↓	N/A	191,289,961	240,061,028	Monthly	Total amount of monthly benefits paid--Reg UI, EUC and EB
Fiscal Integrity		↑	5%	8.9%	8.5%	Quarterly	USDOL estimated benefit overpayments as a percentage of total benefits
Fraud		↓	N/A	3,956,626	4,328,890	Monthly	\$ Value of new fraud cases written
First Payment Timeliness		↑	87%	84.4%	82.1%	Monthly	Percentage adherence to 14/21 day standard
Non-Monetary Determination Timeliness		↓	80%	47.1%	48.6%	Monthly	Percentage adherence to 21 day standard of combined separation and non-separation issues
Non-Monetary Determination Quality		→	75%	88.2%	88.2%	Monthly	Percentage of determinations that meet the quality standard set by the USDOL for combined separation and non-separation issues
New UIA Employer Accounts		↓	1,850	1,550	2,232	Monthly	Number of new accounts opened